Systems Analysis and Design Methods
Chapter 2: Information System Building Blocks

<u>Multiple Choice Questions</u>

1.   Data that has been refined and organized by processing and purposeful intelligence is called:

A. a data base
B. artificial intelligence
C. knowledge
D. information

The correct answer is D.

2.   Information systems that support internal business operations and interact with suppliers (of materials, equipment, supplies and services) are known as:

A. back office information systems
B. front office information systems
C. general accounting systems
D. transaction processing systems

The correct answer is A.

3.   Which of the following is an example of a transaction processing system

A. Airline reservations
B. Bank deposits and withdrawals
C. Payroll
D. all of the above

The correct answer is D.

4.   In general, a DSS provides which of the following types of support to the decision maker:

A. simulation of possible solutions and their likely results
B. access to information needed to solve a problem or make a decision
C. analysis of possible decisions or of variables that will affect a decision
D. all of the above

The correct answer is D.

5.	Which of the following are examples of management information systems:

	A. budget forecasting and analysis
	B. inventory reporting
	C. sales forecasting
	D. all of the above

	The correct answer is D.

6.	A system that can support the wide range of business office activities that provide for improved work flow and communications of workers, regardless of whether or not those workers are located in the same office, is known as:

	A. front-office information systems
	B. back-office information systems
	C. office automation systems
	D. personal information systems

	The correct answer is C.

7.	Who pays for the system to be built and maintained, own the system, set priorities for the system, and determine policies for its use?

	A. system analysts
	B. system designers
	C. system owners
	D. system users

	The correct answer is C.

8.	The technical specialists who construct, test and deliver the system into operation are known as:

	A. system analysts
	B. system builders
	C. system designers
	D. system users

	The correct answer is B.

9.	Business functions are:

	A. ongoing activities that support the business
	B. can be decomposed into sub-functions
	C. eventually represented as a series of processes that do specific tasks
	D. all of the above

	The correct answer is D.

True or False Questions

10.   Information is the data that has been refined and organized by processing and purposeful intelligence. People proved the purpose and the intelligence that produces true information.

A. True   B. False

The correct answer is A.

11.   Data are the information that has been refined and organized by processing and purposeful intelligence. People proved the purpose and the intelligence that produces true data.

A. True   B. False

The correct answer is B.
(Data are raw facts about the organization; Information is data that has been refined and organized.)

12.   Back office information systems are ones that support internal business operations and interact with suppliers (of materials, equipment, supplies and services).

A. True   B. False

The correct answer is A.

13.   Front office information systems are ones that support internal business operations and interact with suppliers (of materials, equipment, supplies and services).

A. True   B. False

The correct answer is B.
(Front office systems support business functions that reach out to customers, while back office information system support internal business operations and interact with suppliers.)

14. Decision Support systems are information system applications that capture and process data about business transactions.

A. True   B. False

The correct answer is B.
(Transaction processing system is information applications that capture and process data about business transactions; while decision support systems are information systems that provide their users with decision oriented information whenever a decision making situation arises.)

15. Expert systems are implemented with artificial intelligence (AI) technology that captures, stores and provides access to the reasoning of the experts.

A. True   B. False

The correct answer is A.

16. Office automation systems support the wide range of business activities that provide for improved workflow and communications between workers who only work in the same location.

A. True   B. False

The correct answer is B.
(Office automation systems support the wide range of business activities that provide for improved workflow and communications between workers, regardless of whether or not those workers are located in the same office.)

17. An individual can only play one role, and in essence, act as one type of stakeholder in an information system.

A. True   B. False

The correct answer is B.
(A single individual can, and frequently does, play many roles in the design and use of an information system.)

18. Data requirements are a representation of users' data in terms of entities, attributes, relationships and rules. Data requirements should be expressed in a format that is independent of the technology that can or will be used to store the data.

A. True   B. False

The correct answer is A.

19.   A procedure is a set of rules that govern a business process.

A. True   B. False

The correct answer is B.
(A policy is a set of rules that govern a business process. . A procedure is a step-by-step set of instructions and logic for accomplishing a business process.)

20.   An application schema is a model that communicates how selected processes are, or will be, implemented using the software and hardware.

A. True   B. False

The correct answer is A.

21.   Information systems must provide effective and efficient interfaces to the system's users.

A. True   B. False

The correct answer is A.

22.   Keyless interfaces reduce errors by eliminating the keyboard as a source of human error.

A. True   B. False

The correct answer is A.

23.   Middleware is a layer of utility software that sits between the application software and the systems software to transparently integrate differing technologies so that they can interoperate.

A. True   B. False

The correct answer is A.

24.   An example of middleware would be open database connectivity (ODBC) tools that allow application programs to work with different database management systems without having to be re-written.

A. True   B. False

The correct answer is A.

25.   The systems designer's view of communications is influenced or constrained by the limitations of specific telecommunications and network technologies. The emphasis is to specify a network architecture to support the information system's communication requirements.

A. True   B. False

The correct answer is A.